



Economic Regulation Authority

 WESTERN AUSTRALIA

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Promoting fair prices, quality services and choice.

NOTICE

Proposed amendments to the *Code of Conduct for the Supply of Electricity to Small Use Customers*

RESPONSE TO THE ECCC CODE REVIEW 2009

A copy of the Authority's decision, including a proposed new version of the *Code of Conduct for the Supply of Electricity to Small Use Customers* (Code), is now available on the Economic Regulation Authority's [web site](#).

The proposed new Code was compiled by the Authority and includes amendments arising from the most recent statutory review of the Code. The Authority has also recommended changes aimed at ensuring the incidence of wrongful disconnection is monitored and reduced.

Section 79 of the *Electricity Industry Act 2004* allows the Authority, in consultation with the Electricity Code Consultative Committee (ECCC), to approve or amend a code to regulate and control regional licensees and electricity marketing agents in relation to small use customers (those consuming less than 160MWh a year).

The ECCC reviewed the Code this year and provided the Authority with the ECCC Final Review Report 2009 last month. The report and submissions received during the public consultation phase are on the Authority's [web site](#).

The Authority approved most of the recommendations in the report but rejected one of the recommendations which proposed a service standard payment be paid to customers where street light repairs were not completed within an appropriate time. The Authority determined that the legislation did not provide a power by which a service standard payment related to a street light could be paid to a residential customer.

In addition to the issues raised by the ECCC, the Authority agreed that wrongful disconnection constituted a serious and significant breach of the legal and contractual obligations that a retailer and distributor have to a customer for an essential service. The Authority has proposed amendments aimed at addressing this issue. As required by the Act, the Authority will ask the ECCC to provide advice about the proposed new Code. The ECCC will undertake public consultation before providing this advice.

A copy of the Authority's decision, including a copy of the proposed new Code, is available on the Authority's [web site](#).

For further information contact:

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